

Amendments to Specification

In the Specification:

Please replace the paragraph starting at page 4, line 31 and ending on page 5, line 5 with the following paragraph:

-- Service management system 110 then automatically configures the network 120 to create the private line from end to end in accordance with the customer order. Service management system 100 works with various network element-driving units to drive network elements in the network to connect and activate the private line. Once the private line is connected and activated in the network, the command control engine controls the workflow management system [[114]] 102 to generate worksite task lists to complete the installation of a private line for the customer. In most instances all of the worksite tasks will be just those necessary at the end points to connect into the customers systems, but they could also include worksite tasks along the route. --

Please replace the paragraph starting at page 5, line 6 and ending on page 5, line 19 with the following paragraph:

-- A significant aspect of the installation system is that it is designed to automatically work around problems in implementing the private line. In addition the installation system implements a network element recovery operation using the reconciliation system 112 to recover network elements marked as bad or unavailable for some reason. When the command control engine detects a failure or error in installation operations -- routing, provisioning and assigning, configuration and activation then the command control engine can call the reconciliation system 112. The reconciliation system 112 receives input and cooperates with the service management system 112 and provisioning system 108 to reconcile problems in links or segments between nodes or section at nodes in the network. Such problems might include erroneous indications of availability of a segment or port, erroneous connection of a segment to a port at a network element, and in general any port or segment issues that might arise. The reconciliation system 112 along with the service management system 100 generates reports 124 for designers and provide workstation access to the live network for the designers through workstation 126. --

Please replace the paragraph starting at page 12, line 10 and ending on page 12, line 23 with the following paragraph:

-- The fault/inventory system 250 can communicate either directly with network elements 257 and connection segments 259 or through element management systems 256. There will likely be a plurality of element management systems because of the plurality of types of network elements. Likewise the configuration system ~~[[252]]~~ 254 can communicate either directly with network elements 257 and connection segments 259 or through element management systems 258. Communication to the network elements is provided through any number of communication links provided by the network provider and might be serial communication, internet protocol communication, order wire communication, etc. A network element includes ports and cross-connects between ports that can be made or not when configuring the network element. Ports may be low speed or high speed. Connection segments include two ports in separate devices communicating via optical fiber or electrical cable. Whether the communication is direct or through an element management system depends upon the network elements used. Network elements and element management systems may be obtained from manufacturers such as Nortel, Alcatel, Fujitsu, Ciena and Ericsson. --

Please replace the paragraph starting at page 14, line 19 and ending on page 14, line 30 with the following paragraph:

-- The reconciliation of the asset inventory database to the live inventory database begins with auto-synchronize operation 326. The auto-synchronize operation is described in more detail hereinafter with reference to Figure 8. In the auto-synchronize operation each conflict between a device in the asset inventory and a device in the live inventory is fixed or flagged as a conflict for manual intervention. Further, auto-synchronize may try multiple conflict resolution plans by reassigning assets in the asset inventory. After all conflicts between the two inventories have been processed, successful auto-sync test 328 will detect whether the automatic synchronization was successful. If it was, the reconciliation operations are complete, and the operation flow returns to the main program. If the synchronization was not successful, the operation flow branches NO to post operation 330. Post operation ~~[[332]]~~ 330 posts a notice or flag that any remaining conflicts must be handled by manual intervention and the operation flow returns to the main program. --

Please replace the paragraph starting at page 14, line 31 and ending on page 15, line 3 with the following paragraph:

-- Figure 8 shows the operational flow for one embodiment of the auto-synchronize operation 326 of Figure 7. The auto-sync flow has three phases, shown in three columns in Figure [[7]] 8, -- port conflict fix 350, connect conflict fix 360 and trail conflict fix 370. Port refers to the ports in network elements. Connect refers to cross-connects between ports or connects in segments. Trail refers to the entire path from end point to end point in a network service. The auto-sync works on port-conflicts first, then connect-conflicts and finally trail-conflicts. Each phase proceeds in a like manner and the like operations in each phase will be described together. --

Please replace the paragraph starting at page 14, line 31 and ending on page 15, line 3 with the following paragraph:

-- From each automated conflict fix operation there are two exit paths. In one path it is determined that a fix is not available so the operation flow proceeds to the next phase. In the other path, a fix is available and attempted. This path exits respectively to conflict fixed test operations 354, 364, and 374. Each conflict test operation detects whether its associated conflict fix operation was successful in resolving the conflict. If it was successful, the operation flow branches YES to the next phase or lastly returns to the operation flow in Figure 7. If it was not successful, the operation flow branches NO to the retry operation 355, 365 and 375. If there are more choices to resolve the conflict, the choice is executed, and the operation flow returns to compare operation 351, 361 and 371. The conflict is again checked and if there is a conflict, an auto fix is attempted. If the automatic fix is not successful, and there are no more choices, the operation flow branches NO from the retry operation to the associated flag conflict operation -- flag port conflict operation [[355]] 356, flag connect conflict operation [[365]] 366 or flag trail conflict operation [[375]] 376. After the conflict is flagged, the operation flow returns to Figure 7. --